

## **Residents' Panel**

### **Representing the views and interests of Cambridge City Council tenants and leaseholders**

#### **Introduction:**

The Residents' Panel is designed to bring tenants and leaseholders together as a collective independent voice to provide two way communications for consultation and insight between residents and the city council.

#### **Role:**

The Panel has been formed in order to achieve the following-

- To provide a communication and consultation channel between residents who sit on the Panel, the elected Tenants and Leaseholders who sit on Housing Scrutiny Committee (HSC) and City Council officers;
- Consultation feedback gathered by the Panel will help inform decisions made by Tenants and Leaseholders at HSC;
- For council officers to consult Panel members on new policies, procedure or documents to gather resident input;
- To solicit feedback from Panel members on current service and performance of the City Council and the usability and accessibility of services, and listen to their suggestions and ideas;
- To gather ideas and suggestions as to how council services could be improved;
- To collect customer feedback on their experiences when service-provision changes and develops; and
- To keep Panel members informed directly of any wider changes as they are developed and implemented.

#### **Support for the Panel's work:**

The Resident Involvement Team will ensure that the members of the Residents' Panel-

- Are given a real sense of ownership, can feel a sense of pride in their activities and are actively involved in the organisation
- Are empowered and have genuine opportunities to influence strategy, policy and services
- Have opportunities to gain skills, knowledge and experience which will contribute to capacity building for both individuals and communities
- Are provided with all the admin support required to carry out their role effectively

**Panel Members:**

- The panel size will not be limited; the only requirement to sit on the Panel is to be a Cambridge City Council tenant or leaseholder.
- Whilst in the role Panel Members will ensure they conduct themselves in a calm, respectful manner so that everyone can air their views without any intimidating behaviour.

**Meetings:**

- Will take place at frequency set by the Panel members with a minimum of 4 per year.
- There are no set rules for how many Panel members must attend a meeting.
- Members may attend as many or as few meetings as they want. The only requirement is that Panel members must let the Resident Engagement Officer know if they will (or won't) be attending upcoming meetings.
- The venue will be the Guildhall unless otherwise specified.

**Chair:**

Meetings will be chaired by one of the six elected Tenant or Leaseholder Representatives. The Chair will then take information gained at the meeting to evidence their input at HSC.

**Working with the Tenant and Leaseholder Representatives on the issues that matter to residents:**

Each Panel meeting will also give the chance for Tenant and Leaseholder Representatives to report back on decisions and discussions undertaken at the preceding meeting of the HSC.